

## How to Troubleshoot Outlook Connectivity

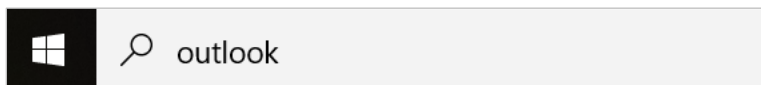
To connect to Outlook with your Library account, first connect to the Library's VPN network by following one of the connectivity processes noted on the Library's [Coronavirus Prevention & Response Webpage for Staff](#):

- [PIV Remote Connectivity Instructions \(PDF\)](#)
- [Idaptive Remote Connectivity Instructions for Library-issued Laptops \(PDF\)](#)
  - [How to Download the Centrify and Idaptive Apps for Mobile \(PDF\)](#)

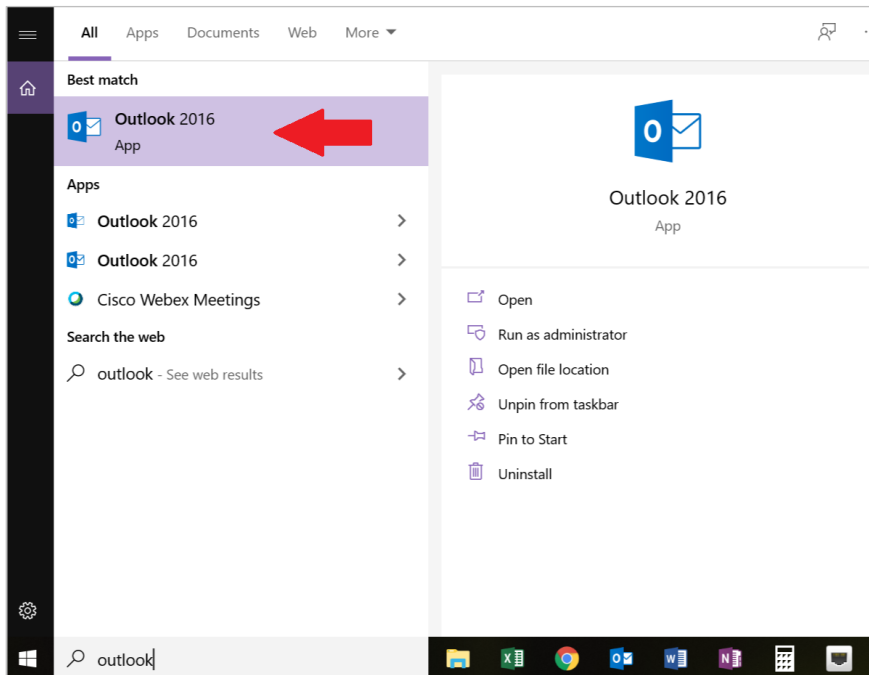
If you experience connectivity issues while using Outlook through the Library's VPN during remote work, follow the steps below to [troubleshoot the error](#).

### Open Outlook

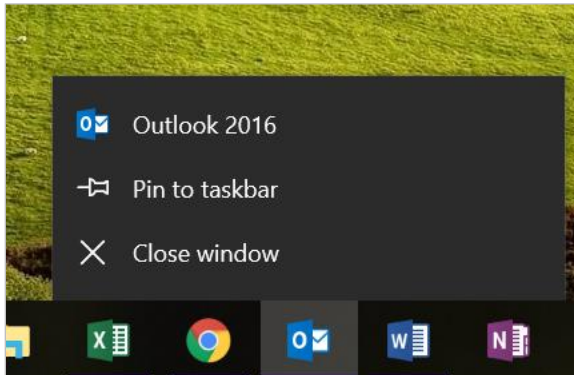
1. Once you are connected to the Library VPN, type **Outlook** in your Start menu search bar:



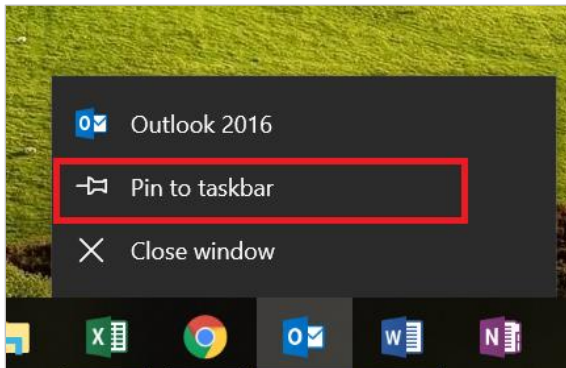
2. Click the **Outlook** application to open:



3. To pin Outlook to your taskbar so you don't need to search it again, right-click the application icon to open the menu:

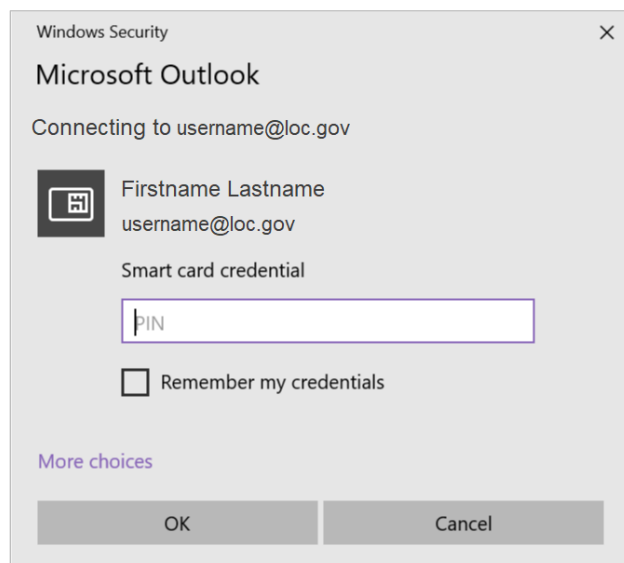


4. Click **Pin to taskbar**:

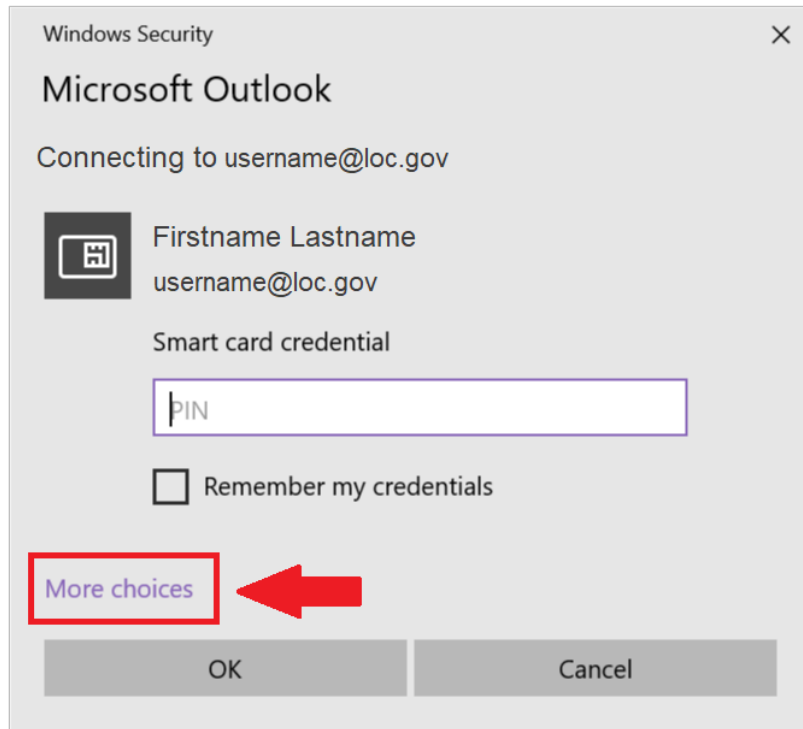


## **Troubleshooting Outlook Connectivity**

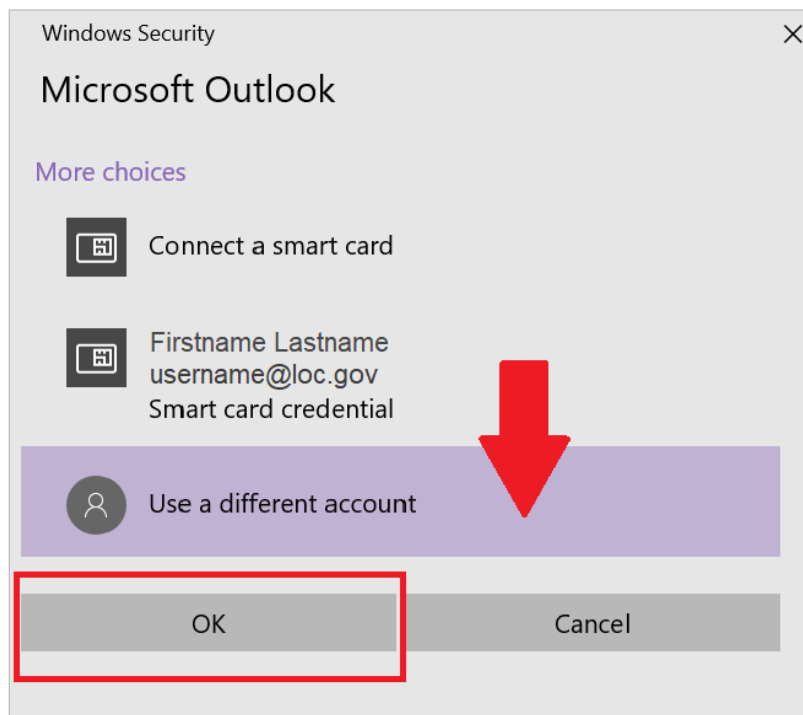
1. If Outlook disconnects during use, this message may appear on your screen:



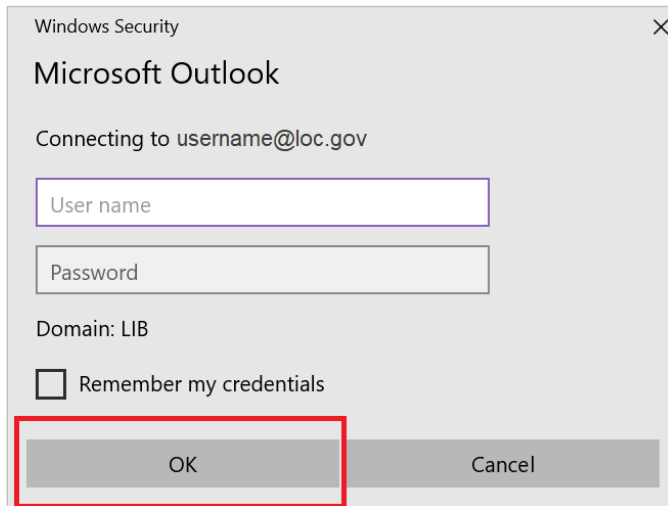
2. Click **More choices** for additional options. Do not enter your PIV PIN:



3. Select the option **Use a different account**, then click the **OK** button:



4. When prompted, enter your Library **Username** and **Password**, then click **OK**:



Windows Security

Microsoft Outlook

Connecting to username@loc.gov

User name

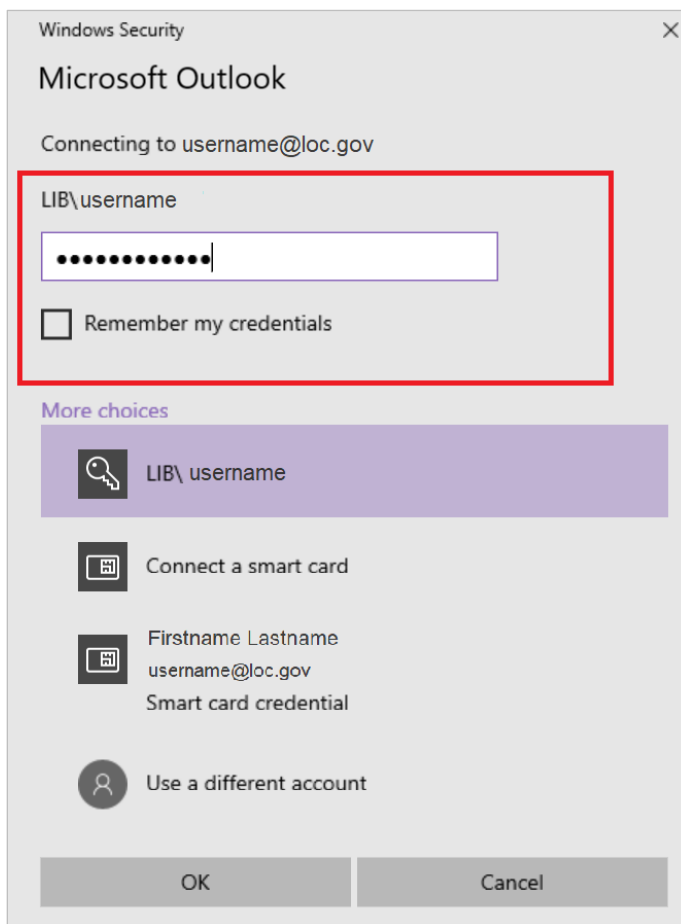
Password

Domain: LIB

☐ Remember my credentials

OK Cancel

5. If you are asked to do so, re-enter your Library password into the **Password** field, then click **OK**:



Windows Security

Microsoft Outlook

Connecting to username@loc.gov

LIB\username

Remember my credentials

More choices

LIB\ username

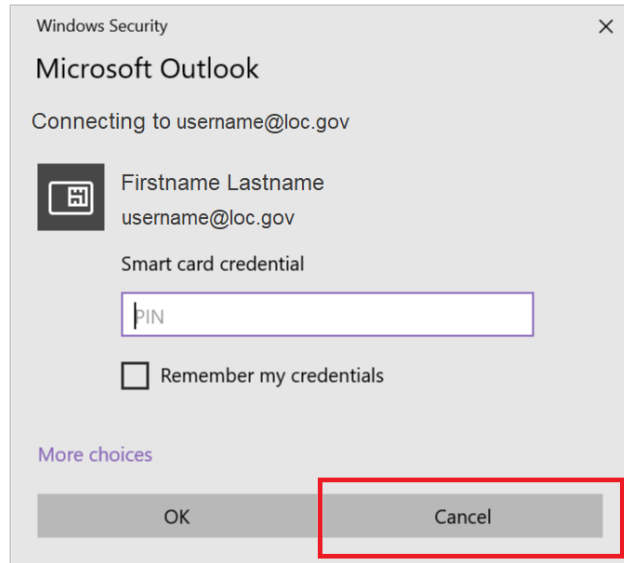
Connect a smart card

Firstname Lastname  
username@loc.gov  
Smart card credential

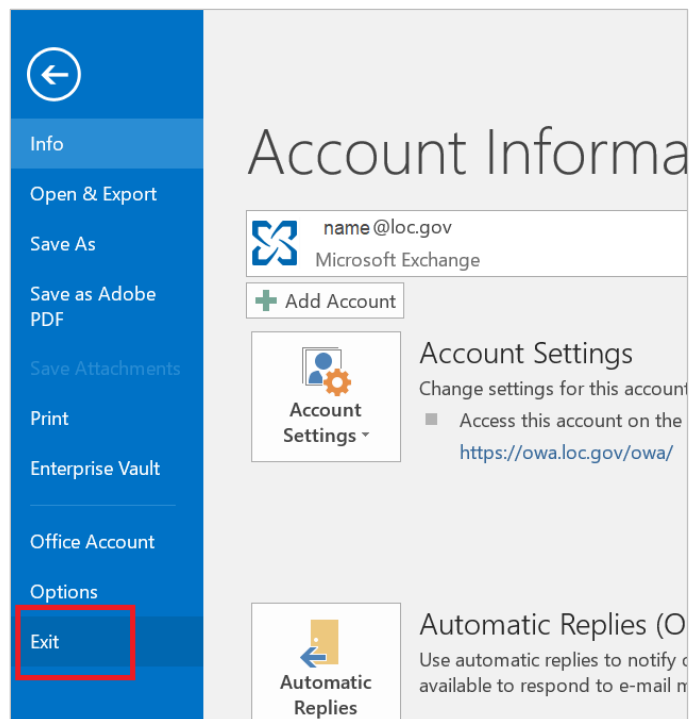
Use a different account

OK Cancel

6. If the Outlook log-in prompt appears once again, click **Cancel**:

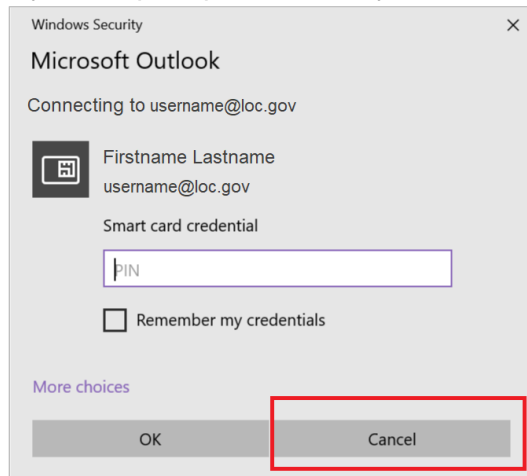


7. Close your Outlook by clicking **File > Exit** in the Outlook menu:

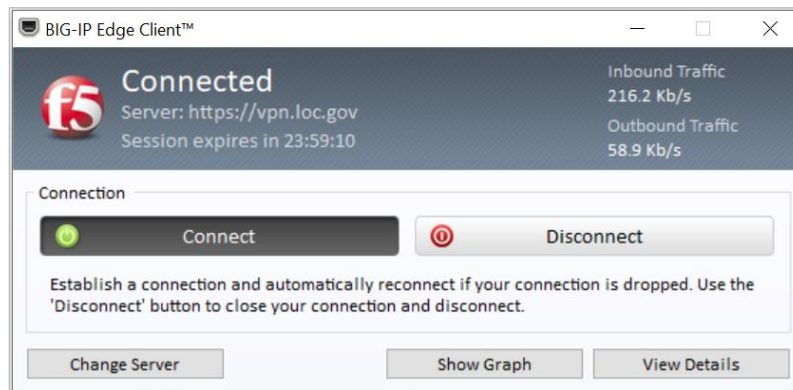


8. After a few moments, open **Outlook** again.

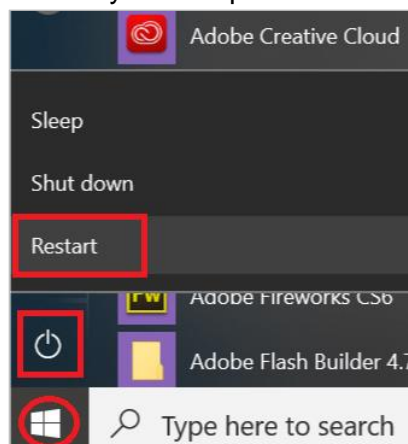
9. If you are prompted to enter your credentials again, click **Cancel**:



10. Open the **Big-IP Edge** client window (VPN) and click **Disconnect**:



11. Restart your computer:



*Note:* Do not restart before clicking **Disconnect** in the Big-IP Edge Client window. Not doing so could cause your machine to disconnect from the Library's network domain.

12. Once the computer has restarted, log-in to your machine.
13. Connect to the Library VPN.
14. Open Outlook. You should no longer receive the log-in prompt.
15. The next time a log-in prompt appears while you are using Outlook, follow [the steps above](#) again.

**If you need assistance, contact the OCIO Service Desk at [ocioservicedesk@loc.gov](mailto:ocioservicedesk@loc.gov), (202) 707-7727, or ex. 7-7727**